



Australian Taekwondo Personal Grievances Policy

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TABLE OF CONTENTS

1.	DEFINITIONS	1
2.	PURPOSE	1
2.1	Purpose of this Policy.....	1
3.	JURISDICTION	1
3.1	Who the Policy applies to.....	1
3.2	When the Policy applies.....	1
4.	DEALING WITH PERSONAL GRIEVANCES	2
4.1	Steps for resolving personal grievances under this Policy.....	2
5.	PROCESS FOR FACILITATED RESOLUTION OF PERSONAL GRIEVANCES	2
6.	ROLE OF MEMBER PROTECTION INFORMATION OFFICERS	3
7.	NATIONAL INTEGRITY FRAMEWORK	3

Personal Grievances Policy

1. DEFINITIONS

Defined terms not otherwise defined in this Policy have been defined in and have the meaning given to them in the Australian Taekwondo National Integrity Framework. In this Policy the following words have the corresponding meaning:

Personal Grievance means any type of interpersonal conflict or dispute between Relevant Persons that falls short of the threshold for abuse, bullying, harassment, or sexual misconduct under the Australian Taekwondo Member Protection Policy.

Policy means this Personal Grievances Policy including any schedules and annexures.

Relevant Person means any of the following persons:

- (a) Individual Member;
- (b) Participant;
- (c) Employee;
- (d) Volunteer; and
- (e) Any other individual who has agreed to be bound by this Policy.

2. PURPOSE

2.1 Purpose of this Policy

This Policy has been adopted alongside the National Integrity Framework to establish a formal process for Members and other individuals engaging with the sport of Taekwondo to resolve interpersonal conflicts and disputes that arise in the context of their involvement in Taekwondo, but do not involve a breach of an Integrity Policy.

3. JURISDICTION

3.1 Who the Policy applies to

This Policy applies to Relevant Persons.

3.2 When the Policy applies

- (a) This Policy applies to interactions between Relevant Persons in their capacity as Relevant Persons relating to their involvement in the sport of Taekwondo.
- (b) The Policy does not apply to the following:
 - (i) a breach of an Integrity Policy under the Australian Taekwondo National Integrity Framework;
 - (ii) disputes relating to the employment of a Relevant Person;
 - (iii) commercial disputes between Relevant Persons, whether or not these relate to Taekwondo; or

- (iv) interactions between Relevant Persons that are not related to the sport of Taekwondo and/or are not in their capacity as Relevant Persons.

4. DEALING WITH PERSONAL GRIEVANCES

4.1 Steps for resolving personal grievances under this Policy

- (a) Relevant Persons are encouraged to attempt to resolve any disagreement or dispute that is subject to this Policy amongst themselves in the first instance.
- (b) Where a disagreement is unable to be resolved directly through discussion, or one of the parties to the disagreement is uncomfortable with approaching the other party directly or is otherwise unable to do so, the matter may then be referred to the management of the Taekwondo Organisation of the level at which the dispute occurred. For example, if the subject of the disagreement relates to interactions at local club level and the parties to the disagreement are unable to resolve it amongst themselves, it may then be referred to the management of that club.
- (c) Where a member of the administration of the relevant Taekwondo Organisation is a party to a personal grievance, the matter should instead be referred to the management of the Taekwondo Organisation of the next level up. For example, if a dispute at local club level involves an individuals involved in the running of the club, it should instead be referred to the relevant state-level organisation.
- (d) The Taekwondo Organisation will appoint an independent third party to help facilitate a resolution to the dispute.
- (e) The matter will be considered closed under this Policy once the facilitation process has concluded. Any ongoing issues between the parties to the disagreement must be dealt with by them in their personal capacity, unless either party engages in conduct that would amount to a breach of an Integrity Policy, which should then be handled under the Complaints, Disputes and Discipline Policy, or any other Australian Taekwondo policy, which should be handled in accordance with the relevant policy.

5. PROCESS FOR FACILITATED RESOLUTION OF PERSONAL GRIEVANCES

- (a) Where a personal grievance is referred for facilitated resolution, the relevant Australian Taekwondo Organisation will appoint an independent third party to assist in resolving the matter.
- (b) The individual appointed as a facilitator does not require formal qualifications as a mediator or conciliator, but must have no connection with the parties or the issues involved in the disagreement and be a person who the Australian Taekwondo Organisation considers to be capable of facilitating a discussion to resolve personal grievances.
- (c) The facilitator to the discussion may make suggestions about possible ways of resolving the grievance, but cannot impose a resolution. The facilitation process will be concluded either when the parties agree on an outcome, or after 14 days or such longer period as agreed by all parties involved, if a resolution cannot be reached.

- (d) The parties must participate in the facilitated discussion in good faith.

6. ROLE OF MEMBER PROTECTION INFORMATION OFFICERS

- (a) Relevant Persons are encouraged to contact a Member Protection Information Officer (MPIO) if they require advice about the options open to them or support while going through the personal grievance resolution process.
- (b) For the avoidance of doubt, MPIOs will not be considered independent, and should not be appointed to facilitate discussions under section 5.

7. NATIONAL INTEGRITY FRAMEWORK

The National Integrity Framework does not apply to this Personal Grievances Policy, but sits alongside it. When interpreting this Policy, any provisions inconsistent with the National Integrity Framework apply to the extent of that inconsistency.